



Our New Patient Group

Do you have any views on our surgery?

Can you help us to improve our service?

Why do you want to hear my views?

We are setting up a Patient Group so that we can hear the views of our patients through a representative group about how the practice is doing.

We would like to be able to find out the opinions of as many patients as possible and are asking if people would like to provide their email addresses so we can contact you by email every now and again to ask you a question or two.

What does it involve for me?

Once or twice a year, we will send you a survey to ask your views on how we are doing and what we can do better. We simply ask you to complete the survey and return it to us. We are happy to send this electronically or by post, please indicate which you would prefer.

Interested?

If interested, please complete the attached form and hand it back to Reception.

Summerfields Road, Chard, Somerset, TA20 2EW

Appointments: 01460 64457
Enquiries: 01460 63380

Visit our website for further information:
www.SpringmeadSurgery.co.uk

Questions and Answers

Q. Why are you asking people for their contact details?

We would like to be able to contact people occasionally to ask them questions about the surgery and how well we are doing to identify areas for improvement.

Q. Will my doctor see this information?

This information is purely to contact patients to ask them questions about the surgery, how well we are doing and ensure changes that are being made are patient focused. If your doctor is responsible for making some of the changes in the surgery they might see general feedback from patients.

Q. Will the questions you ask me be medical or personal?

We will only ask general questions about the practice, such as short questionnaires.

Q. Who else will be able to access my contact details?

Your contact details will be kept safely and securely by the Practice Manager and will only be used for this purpose and not shared with anyone else.

Q. How often will you contact me?

Not very often, perhaps two or three times a year.

Q. Do I have to leave my contact details?

No, but if you change your mind please let us know.

Q. What if I no longer wish to be on the contact list or I leave the surgery?

We will ask you to let us know by email if you do not wish to receive further messages.

I would like to join the Springmead Patient Group

If you are happy for us to contact you, please complete your details below and hand this form back to Reception:

Name:	
Postcode:	
Email:	

I would prefer to be contacted by: Email Post

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice:

Are you? Male Female

Age Group:	Under 16		17-24	
<i>(Please tick as appropriate)</i>	25-34		35-44	
	45-54		55-64	
	65-74		75-84	
	Over 84			

To help us ensure our contact list is representative of our local community, please indicate which of the following ethnic background you would most closely identify with?

White British White other
Black Asian
Mixed Chinese
Other Declined to answer

How would you describe how often you come to the practice?

Regularly
Occasionally
Very rarely

Thank you.

Please note that no medical information or questions will be responded to.

Please detach and hand to Reception when completed.

